

DELAWARE TRANSIT CORPORATION

POSTING NO. 137-2018

POSITION VACANCY POSTING

**CURRENT EMPLOYEES**

DATE OF POSTING April 17, 2018

CLOSING DATE April 23, 2018

**METHOD OF APPLICATION: Employment Application**

INTERESTED CANDIDATES MUST FILE FOR THIS POSITION BY SUBMITTING AN APPLICATION TO THE HUMAN RESOURCES DEPARTMENT BY 4:30 P.M. ON **April 23, 2018**.

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POSITION #: 255 JOB CODE #: \_\_\_\_\_

POSITION TITLE Chief Transportation Supervisor, Operations

PAY GRADE 16 PAY RATE \_\_\_\_\_ PAY RANGE \$47,892 - \$59,865  
(MINIMUM TO MAXIMUM)

LOCATION: DISTRICT New Castle County DEPARTMENT Operations  
SECTION Transportation

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CLASSIFICATION: FULL TIME X PART-TIME \_\_\_\_\_

CONTRACT: 8FR \_\_\_\_\_ 8DR \_\_\_\_\_ 32 \_\_\_\_\_ N/C X

SCHEDULED HOURS 9:00 AM – 5:30 PM (May Vary) SCHEDULED DAYS Tuesday – Saturday (May Vary)

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SUMMARY OF POSITION:

The Chief Transportation Supervisor, Operations, is responsible for managing the operator and transportation supervisor workforces, as well as their performance in day-to-day service. The supervisory workforce consists of both location supervisors, who carry out more or less traditional supervisory functions for operators, includes street supervisors who monitor and intervene as necessary with the service on the street.

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**SEE PREFERRED QUALIFICATIONS ON SECOND PAGE**

## **Preferred Qualifications:**

**Please address each Preferred Qualification separately. Failure to do so may result in a disqualification.**

1. Experience in managing a multi-modal transportation system.

**Applicants must detail all experience in managing a multi-modal transportation system.**

2. Experience in resolving complex, controversial, and diverse issues.

**Applicants must detail all experience in resolving complex, controversial, and diverse issues.**

3. Experience in the administration of collective bargaining agreements.

**Applicants must detail all experience in the administration of collective bargaining agreements.**

4. Experience in scheduling and dispatching of public transportation services.

**Applicants must detail all experience in scheduling and dispatching of public transportation services.**

5. Experience in utilizing performance management practices to accomplish overall goals.

**Applicants must detail all experience in utilizing performance management practices to accomplish overall goals.**

JOB DESCRIPTION: AVAILABLE ON-LINE AT **[www.dartfirststate.com](http://www.dartfirststate.com)**

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EQUAL OPPORTUNITY EMPLOYER

DTC is an "Equal Opportunity Employer". Accommodations are available for applicants with disabilities in all phases of the application and employment process. To request an accommodation, applicants may call (302) 760-2891. TDD users should call the Delaware Relay Service Number 1-800-232-5460 for assistance.

# Delaware Transit Corporation

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January 1, 1998

November 30, 1998

Revised: 04/17/2000

Revised: 10/20/2004

Revised: 09/03/2013

Revised: 03/03/2015

Pay Grade: 16

Job Code: 124

## Chief Transportation Supervisor, Operations

**Summary of Job:** The Chief Transportation Supervisor, Operations, is responsible for managing the operator and transportation supervisor workforces, as well as their performance in day-to-day service. The supervisory workforce consists of location supervisors, who carry out more or less traditional supervisory functions for operators, includes street supervisors who monitor and intervene as necessary with the service on the street

**Skills: Experience-based.** The position draws heavily on experience-based skills in supervising transportation services. Specific experience-based skills include coordination, communication, rapid problem analysis, and decision-making. Human relations skills are of particular importance.

**Skills: Knowledge-based.** The position requires a well-developed sense of the service design itself, of various approaches to accommodating a wide variety of problems that may occur, a strong sense of applicable collective bargaining agreements, and of basic supervisory techniques.

**Exercise of Discretion:** Although the Chief Transportation Supervisor, Operations, operates within a body of generally known and accepted transportation and general supervisory techniques and approaches, the essence of the position is the exercise of judgement within a wide range of variables. These judgements are of particular importance not only because of their direct and immediate impact on service quality, but also because the supervisor's judgements will play a significant role in either reducing or increasing the costs of putting the service out, and will also impact the quality and cost of the labor relations program.

**Complexity:** The transportation supervision function is inherently complex consisting as it does of a series of educated estimations as to how the service is and will be running on a particular day and on how to make both immediate and longer term improvements in service delivery. This complexity is moderated to some degree by standard procedures and by experience. Certain kinds of situations and combinations of circumstances tend to recur, and over time, optimal solutions emerge. The range of issues that may occur and the kinds of activities that may be required to solve them is broad, and this position is accordingly complex.

**Supervision Received:** The Chief Transportation Supervisor, Operations, is expected to determine methods and to make specific resource allocations independently. On matters of the greatest significance and sensitivity, the Chief Transportation Supervisor, Operations, is responsible for

## **Job Description: Chief Transportation Supervisor, Operations**

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making recommendations which are expected to carry great weight in the decision process. The Chief Transportation Supervisor, Operations, will be responsible for generating certain policy guidance and direction.

**Supervision Exercised:** The Chief Transportation Supervisor, Operations, supervises a sizable staff of both street and location supervisors.

**Scope and Impact:** The incumbent carries out functions that have strong impact on the success of the Corporation's service delivery. The quality and timeliness of the service, as well as the overall performance of the operators, are paramount issues in the service delivery mission. The Chief Transportation Supervisor, Operations, can have a highly visible impact on customers' perceptions of service quality and, many times, on their use of the system.

**Work Contacts:** The Chief Transportation Supervisor, Operations, works closely with other managers and supervisors in the Operations and Planning sections, as well as with officials in the various municipalities of the State, or the State itself, as to road conditions and related issues that bear on the service. While many contacts are informational in nature, problem-solving interactions involving conflicting points of view are common.

**Working Conditions:** The position operates in both indoor and outdoor settings. Work hours may be irregular, and travel within the district is to be expected.

	<b>FLSA</b>
◦	Exempt
	Non-Exempt